

MYCARELINK™ PATIENT MONITOR ERROR CODES



MyCareLink™
Patient Monitor

When an error condition occurs with the MyCareLink™ patient monitor, the display screen provides a four digit code, along with an animated graphic to help patients resolve the error. These error codes indicate action that needs to be taken with the monitor; the error codes **do not** refer to the patient's implanted heart device.

There are only four actions that a patient can take to attempt to correct a monitor error:

1. Change the location of the monitor for cellular connectivity errors.
2. Re-dock the reader for reading errors (including battery depletion issues).
3. Adjust the position of the reader for reader placement errors.
4. Force the monitor to check the Medtronic Firmware Download Network for monitor software updates by unplugging it from the power source, and re-plugging it in to restart the system.

If these actions do not correct the problem, or if error codes other than those listed here are displayed on the monitor, instruct the patient to call Medtronic CareLink™ Patient Services for assistance. The following is a list of the most common error conditions and the appropriate steps to take to attempt to resolve the problem.

The Medtronic MyCareLink™ patient monitor and the Medtronic CareLink™ network are indicated for use in the transfer of patient data from Medtronic implantable cardiac devices. These products are not a substitute for appropriate medical attention in the event of an emergency. Data availability and alert notifications are subject to Internet connectivity and access, and service availability. The MyCareLink™ patient monitor must be on and in range of the device. Alert notifications are not intended to be used as the sole basis for making decisions about patient medical care.

ERROR	CAUSE	ACTION
	<p>Reader is not on the base.</p>	<ul style="list-style-type: none"> Place the reader on the base. This error only displays if the reader is removed after a software update has begun.
	<p>The transmission did not properly upload to the CareLink™ network.</p>	<ul style="list-style-type: none"> This failure is not likely to be related to cellular or analog phone service issues. This error may indicate that the CareLink™ network is down for maintenance, or it could indicate that the monitor is not correctly associated with the patient record on the CareLink™ network. The patient should try to send the transmission at a different time or after the credential issue on the CareLink™ network is fixed. If the issue is not resolved, contact CareLink™ Patient Services.
	<p>General error.</p>	<ul style="list-style-type: none"> Unplug the monitor from the electrical outlet; then, plug it in again. If the error persists after restarting the monitor, contact CareLink™ Patient Services.
	<p>The reader is off the monitor base, and has powered down.</p>	<ul style="list-style-type: none"> Lift reader off base, return to base, and wait for 20 seconds. During this 20 seconds, do not touch the monitor or reader.
	<p>The reader is off the monitor base and has no battery life remaining.</p>	<p>Note: If the Accept button is pressed before 20 seconds has elapsed, it could interfere with the pairing process, and you will need to repeat this process (lift reader off again, return to base, wait 20 seconds).</p>
	<p>The reader is out of range of the monitor base.</p>	

ERROR**CAUSE****ACTION****▲ 3248**

Reader battery needs to be recharged.

- Place the reader on the monitor base to recharge the reader battery. Recharging will take approximately 20 minutes.
- If the reader battery no longer recharges, or only holds a charge for a brief period, contact CareLink™ Patient Services.

▲ 3248**▲ 3248****▲ 5704**

No, or inadequate cellular signal.

- Move the monitor near a window or outside wall.
- Change the orientation of the monitor by rotating the monitor base.
- Contact CareLink™ Patient Services if the patient is unable to find an adequate cellular signal.

▲ 5704

The monitor icon flashes red to emphasize moving the monitor to a new location to attempt to locate a stronger cellular signal.

Note: This error code may also be displayed if the monitor's cellular service is not active. Contact CareLink™ Patient Services for assistance.

▲ 5704**▲ 5704**

ERROR**CAUSE****ACTION****⚠ 8239**

Unsupported device.

- If the patient has a new cardiac device implant, the monitor software may need to be updated. Unplug the monitor from the electrical outlet, then plug it in again to force the monitor to check for a software update.
- The process of updating the software may take about 15 minutes. The monitor will restart, go to the "sleep" state, install the update, then go to the "sleep" state again before becoming ready to transmit. The monitor is ready to transmit when the white arrow directing the patient to press the Accept button is displayed.

Note: If the monitor is not within range of a cellular signal, it will not be able to receive the software update. If the monitor is not receiving the update, move it near a window or outside wall or change the orientation of the monitor by rotating the monitor base.

- Contact CareLink™ Patient Services for assistance if the patient is unable to find an adequate cellular signal for the monitor in order to receive the software update.

**Reader position
(no error code)**

Reader is out of position during a transmission. The patient will hear a tone from the monitor and see the Reader Placement Problem image on the monitor screen.

- Reposition the reader over the implanted device.
- When the reader is repositioned correctly, the monitor will stop beeping, and a green progress bar will appear on the monitor screen.
- When the reader is positioned correctly, the monitor will resume data collection. Hold the reader in position until the transmission is complete.

ERROR	CAUSE	ACTION
<p>For monitors using the Analog Adapter only.*</p>  <p>*Analog Adapter not available in all areas.</p>	<p>No telephone service detected. This error is displayed only when a patient is attempting to connect their monitor using an analog telephone line.</p>	<ul style="list-style-type: none"> ▪ The analog adapter must be connected to the monitor before the monitor is plugged into the electrical outlet. ▪ Verify that the analog adapter is properly connected to the monitor base and to the telephone wall outlet. ▪ Check to make sure that the analog phone line is working by connecting a telephone to the outlet and listening for a dial tone. ▪ If there is no dial tone, connect the telephone to a different telephone wall outlet and listen for a dial tone. If there is a dial tone, attempt to send a transmission from the monitor using this phone wall outlet. ▪ Ensure the phone line is not in use.
	<p>The monitor is looking for or receiving a software update.</p>	<ul style="list-style-type: none"> ▪ None. This screen indicates that the monitor is looking for or receiving a software update. The animated Software Update screen typically displays for about 10-15 minutes before rebooting, but could display for up to 60 minutes depending on the size of the update. You should not touch the monitor during the update process. ▪ If the system remains unresponsive after 60 minutes, please call CareLink™ Patient Services at: 1-800-929-4043, Monday – Friday, 8 a.m. – 5 p.m. Central Time. ▪ Medtronic will typically send updates 2-3 times per year.

For more information, please contact CareLink™ Patient Services:

1-800-929-4043
Monday through Friday
8:00 a.m. to 5:00 p.m. (Central Standard Time).

Important Safety Information

This information is intended only for users in markets where Medtronic products and therapies are approved or available for use as indicated within the respective product manuals. Content on specific Medtronic products and therapies is not intended for users in markets that do not have authorization for use.

See the device manual for detailed information regarding the implant procedure, indications, contraindications, warnings, precautions, and potential adverse events.



www.medtronic.com/manuals

Consult instructions for use at this website. Manuals can be viewed using a current version of any major Internet browser. For best results, use Adobe Acrobat Reader^{®5} with the browser. For further information, please contact your local Medtronic representative and/or consult the Medtronic website.

Additional Device Information for Patients:

The Medtronic MyCareLink[™] patient monitor is a prescription product indicated for use in the transfer of patient data from some Medtronic implantable cardiac devices based on physician instructions and as described in the product manual. The MyCareLink[™] patient monitor transmissions to the CareLink[™] network are subject to cellular service availability. The MyCareLink[™] patient monitor must be on and in range of the device in order to wirelessly receive data from your implanted device. This product is not a substitute for appropriate medical attention in the event of an emergency and should only be used as directed by a physician. The Medtronic CareLink[™] Service is prescribed by your physician. This service is not for everyone. Please talk to your doctor to see if it is right for you. Your physician should discuss all potential benefits and risks with you. Although many patients benefit from the use of this service, results may vary. For further information, please call CareLink[™] Patient Services at 1-800-929-4043 (7:00 a.m. to 7:00 p.m., Monday – Friday, Central Time) or see the Medtronic website at www.medtronic.com.

Medtronic MyCareLink[™] Patient Monitor, Medtronic CareLink[™] Network, and CareLink[™] Mobile Application

Intended Use: The Medtronic MyCareLink[™] patient monitor and CareLink[™] network are indicated for use in the transfer of patient data from some Medtronic implantable cardiac devices based on physician instructions and as described in the product manual. The CareLink[™] mobile application is intended to provide current CareLink[™] network customers access to CareLink[™] network data via a mobile device for their convenience. The CareLink[™] mobile application is not replacing the full workstation, but can be used to review patient data when a physician does not have access to a workstation. These products are not a substitute for appropriate medical attention in the event of an emergency and should only be used as directed by a physician. CareLink[™] network availability and mobile device accessibility may be unavailable at times due to maintenance or updates, or due to coverage being unavailable in your area. Mobile device access to the Internet is required and subject to coverage availability. Standard text message rates apply.

Contraindications: There are no known contraindications.

Warnings and Precautions: The MyCareLink[™] patient monitor must only be used for interrogating compatible Medtronic implantable devices.

See the device manual for detailed information regarding the instructions for use, indications, contraindications, warnings, precautions, and potential complications/adverse events. For further information, please call Medtronic at 1-800-929-4043 and/or consult the Medtronic website at www.medtronic.com.

Caution: Federal law (USA) restricts this device to sale by or on the order of a physician.

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